

REMARKS

Claims 1-27 are pending.

Claims 1, 2, 3, 6, and 13 have been amended in this Preliminary Amendment.

Applicants respectfully submit that no new matter has been introduced by the amendments made herein.

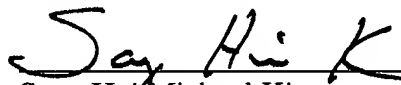
If the Examiner believes a telephone interview would expedite the prosecution of this application, the Examiner is invited to contact Mike Kim at (408) 720-8300 x345.

If there are any additional charges, please charge Deposit Account No. 02-2666.

Respectfully submitted,

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MARKED UP CHANGES
IN THE SPECIFICATION

On page 3, lines 1-7, the following marked up changes are provided.

A method and system for dealing with non-paying bidders related to network-based transactions are disclosed. for one embodiment, a submission of a complaint is submitted to a network-based facility. The complaint is related to a party in a failed [a] transaction. A resolution of the complaint is facilitated. A record associated with the party is updated if the complaint is not resolved. The record indicates a count of failed transactions related to the party. A refund request can also be facilitated if the complaint is not resolved.

On page 10, lines 3-7, the following marked up changes are provided.

FIG. 3 is a diagrammatic representation of an exemplary non-paying bidder items table 300 of the database illustrated in **FIG. 2**. Referring to **FIG. 3**, non-paying bidder (NPB) items table 300 includes [a] an item no. column 302, seller user ID column 304, NPB user ID column 306, reason for failed transaction column 308, notice date column 310, and notice reason column 312.

IN THE CLAIMS

The following are the marked up changes for claims 1, 2, 3, 6, and 13.

- 1 1. (Amended) A method for a network-based facility, the method
- 2 comprising:
- 3 facilitating submission of a complaint to a network-based facility, the
- 4 complaint being related to a party in a failed [a] transaction;

5 facilitating a resolution of the complaint; and
6 updating a record associated with the party if the complaint is not
7 resolved, the record indicating a count of failed transactions related to the party.

1 2. (Amended) The method of claim 1, further comprising:
2 facilitating submission of a refund request if the complaint is not
3 completed.

1 3. (Amended) The method of claim 2, wherein the facilitating of the
2 submission of the refund request includes:
3 providing an interface to facilitate input of information for the refund
4 request.

1 6. (Amended) The method of claim 1, further comprising:
2 suspending the party [to] from participat[e]ing future transactions with the
3 network-based facility if the count exceeds a predetermined count value.

1 13. (Amended) The network-based facility of claim 8, wherein the processor
2 is used to suspend the party [to] from participat[e]ing in future transactions with
3 the network-based facility if the count exceeds a predetermined count value.